

## Taxpayer Rights Advocate Office Student Intern

The student intern, in a learner capacity, performs a variety of technical and administrative functions for the Board of Equalization's TAAP under the direct leadership of the Tax Appeals Assistance Program (TAAP) attorneys and the direct supervision of the Taxpayers' Rights Advocate.

Continued enrollment in college courses is required. Students with academic majors related to Business and Marketing are encouraged to apply. This position is approximately 5-10 hours per week.

**40%** Assist staff in ensuring that TAAP attorneys have an adequate flow of cases each month for both sections of TAAP. Assist staff with follow-up calls to taxpayers to increase acceptance rates into TAAP. Assist staff in retrieving and preparing case files, ensuring case files are up to date and complete in terms of all relevant information before case files are given to the attorneys. Assist TAAP in other administrative case file related matters.

**35%** Develop creative marketing techniques for highlighting the effectiveness and successes of the TAAP program. Create and maintain a record of TAAP's purpose, goals, and achievements.

**20%** Assist staff in improving and maintaining the TAAP case management database. Track how many taxpayers are contacted and accepted by TAAP and how many cases are resolved by TAAP. Offer suggestions for improving current database and tracking system.

**5%** Other job related duties as needed.

**Knowledge of:**

- General concepts and principles involved in administrative and technical office duties.

**Ability to:**

- Learn policies and procedures related to the Tax Appeals Assistance Program (TAAP)
- Reason logically
- Write effectively
- Analyze situations accurately and take appropriate action
- Review reference materials to obtain solutions
- Assist in research, review, and other related activities in the office
- Assist TAAP attorneys and staff with assignments of least to moderate difficulty
- Operate a typewriter, personal computer, photocopy machine and other electronic office equipment
- Maintain confidentiality of personal and sensitive matters
- Work in a high-rise building

**Desirable Qualifications**

- Interest in the Board of Equalization's Income Tax appeals process
- Interest in the Board of Equalization's Sales and Use Tax appeals process
- Experience with or interest in creating and managing data base systems
- Interest in developing marketing techniques
- Proficiency in using a personal computer, including the use of various software packages such as Excel, Word, and Access
- Good communication skills, both oral and written
- Willingness to adjust to changing assignments and priorities
- Ability to maintain cooperative working relationships

Please email your resume to [Carmen.garcia@boe.ca.gov](mailto:Carmen.garcia@boe.ca.gov)

Or US Mail to: Carmen Garcia\* Board of Equalization \* 450 N Street, MIC 15 \* Sacramento, CA 95814